



## CITY OF KERRVILLE FIRE DEPARTMENT

87 Coronado Drive  
Kerrville, Texas 78028  
830.257.8449 / [www.kerrvilletx.gov](http://www.kerrvilletx.gov)



This letter is to provide notification of the City of Kerrville's Charity Care Program. The purpose of this policy is to provide a means of financial assistance for those individuals that qualify for the program. In order to fulfill our charitable mission and purpose, we maintain a Charity Care Program for patients who are unable to pay for all or part of their care for various hardship factors as outlined below. The policy provides direction and processes for the Kerrville Fire & EMS Department to identify *uninsured patients* who qualify for Charity Care, which includes full or partial discounts. The program is not available for those patients with a reasonable ability to pay for their services. This includes individuals that are underinsured, have high deductibles or copayments. These patients can arrange a financial assistance payment plan with our billing agency. Payment plans are available regardless of income and situational status.

The Kerrville Fire & EMS Department Charity Care Program is designed to apply the most appropriate level of payment for those patients requesting Charity Care consideration:

- 1) Provide 100% Charity Care Program reduction to low income earning less than 200% the Federal Poverty Level (FPL), or
- 2) Provide 50% Charity Care Program to low income earning more than 200% the Federal Poverty Level (FPL) but less than 250% of the FPL, or
- 3) Provide 25% Charity Care Program amount to low income earning more than 250% the Federal Poverty Level (FPL) but less than 300% of the FPL, or
- 4) Provide affordable payment plans with no interest charges to our patients in financial hardship but earn more than 300% of the FPL. Payment plans are re-evaluated every twelve (12) months.

Patients must contact the Kerrville Fire & EMS Department Billing Office or our designated billing agent (found on the statement) and must provide the following information on the Charity Care Program Application:

- 1) Assurance that they do not have insurance coverage, or evidence of what coverage they do have and the applicable patient obligations;
- 2) Assurance that they do not qualify for governmental insurance programs;
- 3) Assurances of their income and/or employment status permitting us to make a reasonable judgment as to whether Charity care is available to them. All information received by us will remain confidential. Any patient providing misleading information may be reassessed the full total of the bill for services.

Sincerely,

*Eric W. Maloney*

Deputy Fire Chief, EMS Administrator  
Kerrville Fire Department

Our Mission "Exceptional Team ... Efficient Methods ... Excellent Service"